

# Informational Update to ITAC



## **Agency Vision**

*Children thrive in family environments free from abuse and neglect.*

## **Agency Mission**

*Successfully engage children and families to ensure safety, strengthen families, and achieve permanency.*

## **CHILDS Replacement Program (Guardian)**

State of Arizona – Department of Child Safety

September 16, 2020

# Project Team & Background

## Project Team

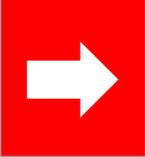
- Linda Roberts – Program Sponsor
- Ryan Clemens – Business Lead Field Operations
- Sandra Milosavljevic – Business Lead Support Services
- Joshua Jackson – Program Manager
- James Dean – PMO and Finance Manager

## Background

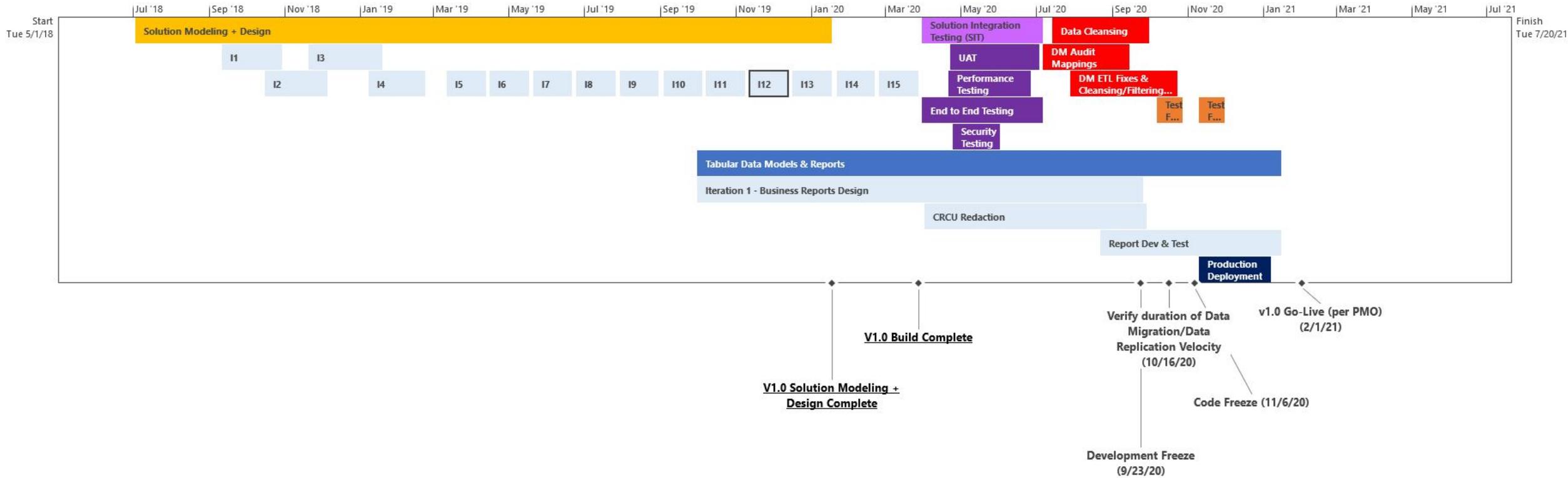
- The Department of Safety is replacing the current aging Child Welfare Information System with a new cloud-based solution which will be compliant with new regulations
- The program is the final year of development with a planned go live date of 2/1/21
- During the development, the program successfully launched a mobile solution allowing case workers to be more mobile while supporting the children of Arizona

# Project Health Card

## \* Overall Project Health is Yellow

|          |   |  |
|----------|---|--|
| Schedule |    | <ul style="list-style-type: none"><li>The current Schedule is red. The program has approved the new go live date of 02/01/21. The program schedule is planned to move to green after re-baselining by end of September.</li></ul>  |
| Scope    |    | <ul style="list-style-type: none"><li>All of V1.0 functionality is still planned for the February release. Release 1.1 is being de-scoped from the program and will be delivered as part of Maintenance and Operations by DCS.</li></ul>   |
| Budget   |    | <ul style="list-style-type: none"><li>The program budget is yellow. The program still projects to come in within the approved amount, however after the go-live delay, all program contingency has been used. The budget will go back to green after re-baselining by end of September</li></ul> |
| Risk     |   | <ul style="list-style-type: none"><li>The program is still focusing on the largest risk, which is the completion of the data migration and cleansing.</li></ul>  |
| Issues   |  | <ul style="list-style-type: none"><li>Currently the program has all known issue documented and clear plans to resolve.</li></ul>   |

# Project Schedule & Task Status



# Guardian MVP V1.0

## Baselined Scope as of 8/1/2019

| Guardian V1.0 Summary | # of Requirements | # of Integrations | % Complete (Requirements) |
|-----------------------|-------------------|-------------------|---------------------------|
| Intake/Hotline        | 141               | 1                 | N/A                       |
| Assessment            | 154               | 4                 | N/A                       |
| Case Management       | 137               | 3                 | N/A                       |
| Eligibility           | 204               | 4                 | N/A                       |
| Permanency            | 110               | 8                 | N/A                       |
| Financials            | 198               | 5                 | N/A                       |
| Provider Management   | 118               | 6                 | N/A                       |
| Common                | 562               | 12                | N/A                       |

## Current Scope as of 8/28/2020

| Guardian V1.0 Summary | # of Requirements | # of Integrations | % Complete (Requirements) |
|-----------------------|-------------------|-------------------|---------------------------|
| Intake/Hotline        | 148               | 1                 | 100%                      |
| Assessment            | 160               | 4                 | 99%                       |
| Case Management       | 120               | 3                 | 99%                       |
| Eligibility           | 178               | 4                 | 100%                      |
| Permanency            | 104               | 8                 | 99%                       |
| Financials            | 190               | 5                 | 99%                       |
| Provider Management   | 127               | 6                 | 99%                       |
| Common                | 554               | 12                | 99%                       |

# Guardian MVP V1.1

## Original Scope as of 2/27/2019

| Guardian V1.1 Summary | # of Requirements | # of Integrations | % Complete (Requirements) |
|-----------------------|-------------------|-------------------|---------------------------|
| Assessment            | 22                | N/A               | 0%                        |
| Case Management       | 48                | N/A               | 0%                        |
| Eligibility           | 0                 | N/A               | 0%                        |
| Permanency            | 37                | N/A               | 0%                        |
| Financials            | 22                | N/A               | 0%                        |
| Provider Management   | 187               | N/A               | 0%                        |
| Common                | 52                | N/A               | 0%                        |

## Scope as of 8/28/2020

| Guardian V1.1 Summary | # of Requirements | # of Integrations | % Complete (Requirements) |
|-----------------------|-------------------|-------------------|---------------------------|
| Assessment            | 0                 | 0                 | N/A                       |
| Case Management       | 0                 | 0                 | N/A                       |
| Eligibility           | 0                 | 0                 | N/A                       |
| Permanency            | 0                 | 0                 | N/A                       |
| Financials            | 0                 | 0                 | N/A                       |
| Provider Management   | 0                 | 0                 | N/A                       |
| Common                | 0                 | 0                 | N/A                       |

V1.1 Requirements are being descoped from the program. All requirement will be continued as part of operations

# Project Financials (Completed Fiscal year)

Project Budget: \$86,088,076  
 Expenditure to date: \$68,362,264  
 Budget Remaining: \$17,725,812

Project Start Date: 9/20/2016  
 Est. End Date: 03/31/2021

|                     | SFY 2015  | SFY 2016  | SFY 2017     | SFY 2018     | SFY 2019     | SFY 2020     |
|---------------------|-----------|-----------|--------------|--------------|--------------|--------------|
| Baseline Projection | \$236,627 | \$931,591 | \$10,131,936 | \$21,694,542 | \$25,729,121 | \$33,457,573 |
| Actual              | \$236,627 | \$931,591 | \$7,209,721  | \$13,456,258 | \$17,769,420 | \$26,829,394 |
| Variance (\$)       | \$0       | \$0       | \$2,922,215  | \$8,238,284  | \$7,959,701  | \$6,628,179  |
| Variance (%)        |           |           |              |              |              |              |

Notes: Program actuals recognized when invoices are paid

# Project Financials (Current Fiscal year)

Project Budget: \$86,088,076  
 Expenditure to date: \$68,362,264  
 Budget Remaining: \$17,725,812

Project Start Date: 9/20/2016  
 Est. End Date: 03/31/2021

|                     | SFY 2021    |             |            |             |             |             |           |           |             |          |     |             |
|---------------------|-------------|-------------|------------|-------------|-------------|-------------|-----------|-----------|-------------|----------|-----|-------------|
|                     | Jul         | Aug         | Sep        | Oct         | Nov         | Dec         | Jan       | Feb       | Mar         | April    | May | Jun         |
| Baseline Projection | \$3,199,111 | \$2,282,940 | \$1,290,23 | \$1,835,845 | \$1,494,990 | \$3,355,815 | \$998,897 | \$888,780 | \$1,239,811 | \$58,959 | \$0 | \$3,351,439 |
| Actual              | \$919,079   | \$1,010,174 |            |             |             |             |           |           |             |          |     |             |
| Variance (\$)       | \$2,010,959 | \$1,272,766 |            |             |             |             |           |           |             |          |     |             |
| Variance (%)        | 71%         | 44%         |            |             |             |             |           |           |             |          |     |             |

**Notes:**

The main variance driver for August is invoice timing

Cost baseline will be re-set at September month End due to new Go-Live date

# Project News & Updates

- Main Focus
  - Data Cleansing Rules for person and provider management
  - Data Mapping Audits
    - Intake/Hotline, Provider Management, Person Management, Case Management and Assessment 100% complete
    - Eligibility and Permanency are at 95% complete
  - Reports design and development is in progress for Intake and Assessment
- Program solidified new Go-Live date of 2/1/21
- 14 open risks actively being managed

# Q & A Session

# APPENDIX

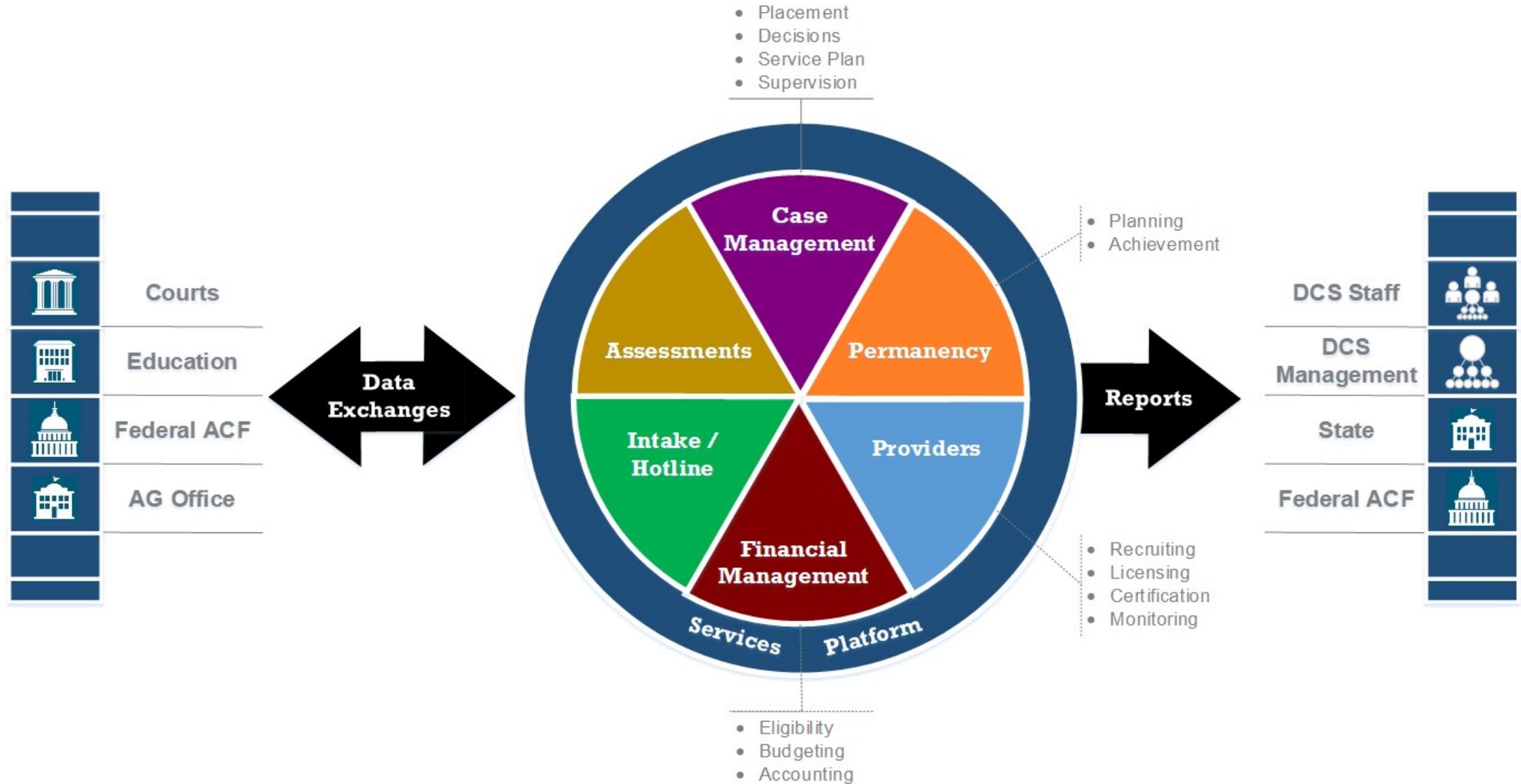
# Program History

- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these regulations with Guardian:
- CCWIS benefits over the current DCS SACWIS system include:
  - Accommodates changes in practice & technology
  - Provides flexibility to “right-size” systems
  - Promotes program and system inter-operability
  - Requires data quality processes
  - Reduces costs for development and maintenance
- With a CCWIS compliant system, the federal government provides funds to assist the State of Arizona with development and implementation. It also grants additional funds to help maintain and support Guardian, as long as the system supports social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services in Arizona.

# Program History

- CHILDS (Children's Information Library and Data Source) was implemented in 1997 as an efficient, effective and economical method to exchange child welfare information between various State and Federal Systems
- The mainframe system has since become large, complex and inefficient with some of the common complaints being:
  - Not user-friendly
  - Limited reporting
  - Lack of a mobile platform
  - Deficient searching and matching functionality
  - Poor data quality: lack of data integrity, known duplications and data errors
  - Lack of collaboration with other agencies and system interfaces
  - Incomplete service and provider management

# Program Future State



# Program Future State

The Guardian Program is a child-centered, user-friendly technological solution which provides quality data and improved processes to support all DCS work for the safety of Arizona Children. Some of the goals include:



**Data Quality:** Increased data collection and quality



**Modular Design:** More flexible and adaptive to allow for future changes



**Cost Reduction:** Easier system development and maintenance



**Follows IT Standard:** Promotes efficient, economical, and effective development



**Increased Collaboration:** Data exchanges with external systems



**Shareable:** Capable of being shared and reused by other states, tribes, and agencies

# Program Key Milestone Dates

## Feasibility Study

Recommended replacement of CHILDS, secured funding

Jan  
2016

## Request for Proposal

RFP sent to System Integration Vendors

Jun  
2017

## Contract Award

Microsoft

Apr  
2018

## Mobile

Two Deployments

Aug and  
Dec  
2017

## CHILDS Decommissioning

CHILDS decommissioned and Guardian system of record

Dec  
2020

## Selected Technology

Microsoft Dynamics Customer Relationship Management (CRM)

## Technology Review

Reviewed vendor proposals and demonstrations

## Business Requirements

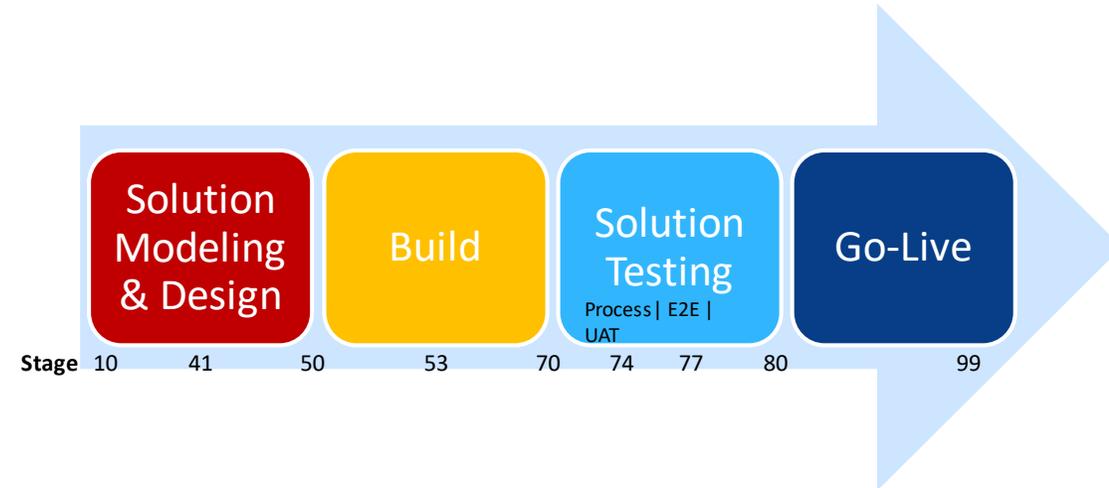
Gather Business Requirements and document User Stories for each component

## Build and Deploy

Microsoft onboard and onsite for project to design, build, test, train and deploy V1.0 July 2020, C1.1 Nov 2020

# Program Stages

| Stage | Definition                      | Development Life Cycle     |
|-------|---------------------------------|----------------------------|
| 10    | Validation Pending              | Solution Modeling & Design |
| 20    | Consultant Review in Process    |                            |
| 30    | Architectural Review in Process |                            |
| 40    | Business Review in Process      |                            |
| 41    | Design Documentation in Process |                            |
| 50    | Config-Dev Ready                |                            |
| 51    | Config-Dev Complete             | Build Phase                |
| 53    | Demo Ready                      |                            |
| 56    | Demo Rework                     |                            |
| 60    | Demo Complete                   |                            |
| 70    | Demo Accepted                   |                            |
| 74    | Process Testing in Process      | Testing                    |
| 77    | End to End Testing in Process   |                            |
| 80    | UAT in Process                  |                            |
| 90    | UAT Complete                    |                            |
| 99    | In Production                   | Production                 |



# Program Structure

## GUARDIAN PROGRAM STRUCTURE

As of 11 August 2020

